

Message: FW: Invalid Client SSNs**✉ FW: Invalid Client SSNs**

From Schott, Kyle
To Kraft, Emily
Cc Koerner-Bean, Connie
Journal Recipients emily.kraft@oa.mo.gov

Date Monday, March 6, 2017 11:43 AM

Emily see below.

From: Crystal Gilliland [mailto:cgilliland@ccsomo.org]
Sent: Monday, March 06, 2017 11:25 AM
To: K Schott
Subject: RE: Invalid Client SSNs

This was due to not having the entire social security number at the time of enrollment into the new system. (We only asked for the last four of the social). I am obtaining all of the documents as I meet with individuals and will update them.

From: K Schott [mailto:kschott@ccsomo.org]
Sent: Monday, March 06, 2017 11:21 AM
To: Crystal Gilliland
Subject: FW: Invalid Client SSNs

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Monday, March 06, 2017 11:01 AM
To: Schott, Kyle
Subject: FW: Invalid Client SSNs

Hi Kyle,

I was checking out some of the data in the new A2A system, and it appears that one of your case managers, Crystal Gilliland, has entered invalid SSNs for several clients who are assigned to her. The database uses SSNs to verify that clients are not enrolled in the A2A program through other providers, so it is extremely important that case managers use the correct SSN for each client. If she needs to assist her clients with obtaining SSN cards in order to obtain the correct SSN, please have her do so. The clients who have incorrect SSNs in the system are as follows:

Client First	Client Last	CM First	CM Last	Contractor
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri

			Crystal	Gilliland	Catholic Charities of Southern Missouri
			Crystal	Gilliland	Catholic Charities of Southern Missouri
			Crystal	Gilliland	Catholic Charities of Southern Missouri

Thanks,

Emily Kraft

Management Analysis Specialist

OA/Division of Personnel

Truman Building, Room 430

Jefferson City, MO 65102

Phone: (573) 522-0003